

## **DIRECTOR OF ADMINISTRATIVE SERVICES**

**JOB TITLE:** Director of Administrative Services

**GRADE:** 23

**JOB CODE:** 1103

**DATE:** 3/20/95

**REVISED:** 09/17/03

**GENERAL FUNCTION:** Under the administrative direction of the Director of the local health department performs moderate to complex administrative activities that support the operation of the local health department. The administrative activities may include: budget preparation, review and revisions; patient reporting system (patient information, environmental, and other applications) support; medical records training; personnel recruitment, interviewing and selection. The incumbent may act on behalf of the director when the director is absent from the agency.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Prepares the annual budget, does budget revisions and monitors the budget to keep director advised of financial status throughout the year.

Oversees the accounting and internal control procedures of the health department.

Prepares annual program plans by compiling and analyzing statistical and administrative data.

Directs the patient reporting system(s) through: understanding requirements of the patient reporting system, training appropriate staff on data entry and system utilization and the computer applications; supervising personnel who utilize the system(s) to ensure appropriate data entry and accuracy.

Develops and recommends departmental policies related to administrative support activities for the operation of the local health department programs/services.

Supervises the billing and collection of monies to ensure receipt of revenues for services rendered.

Oversees medical records by keeping informed of all documentation changes and trains staff accordingly. Assists professional staff in auditing medical records to ensure that documentation meets requirements. Keeps informed of reporting requirements.

Works with third party payers for billings and accounts payable according to billing procedures and regulations.

May act as director in the absence of the Director.

**JOB TITLE:** Director of Admin. Services (Cont'd)

**JOB CODE:** 1103

Assists director with personnel administration activities such as advertising and recruitment of employees, interviewing and making recommendations concerning applicants, interpreting and applying merit system regulations, assuring employee performance evaluations are completed, and working with worker's compensation and unemployment insurance benefit claims, and overseeing the payroll system.

Interprets various laws and regulations applicable for implementing administrative activities.

Attends various meetings at the local, regional, and state level to represent the agency in both programmatic and administrative/financial matters. Shares information updates with appropriate staff through training sessions, staff meetings or other means.

Prepares and negotiates appropriate contracts with private, public, and corporate vendors

Reviews program and/or financial reports to monitor progress in meeting service and program goals and status of revenue expenditures.

**SUPERVISION RECEIVED:** Policy direction only. Incumbent sets virtually all objectives and goals.

**SUPERVISION EXERCISED:** Supervises other administrative personnel. In consultation/ collaboration with the Director, sets performance goals and objectives.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

**Minimum Education, Experience, and Training Requirements:** Bachelors degree from a college or university with a major in Business Administration, Public Administration or closely related course work. Four (4) years of experience in a professional administrative, management or business capacity that would include responsibility in financial management activities, personnel administration, policy review and development. A Masters degree in the field may substitute for one year of the required experience.

OR

Professional administrative or management experience that includes responsibility in financial management activities, personnel administration, policy review and development will substitute for the required education on a year for year basis.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

## **ADMINISTRATIVE ASSISTANT**

**JOB TITLE:** Administrative Assistant

**GRADE:** 14

**JOB CODE:** 1104

**DATE:** 7/25/95

**GENERAL FUNCTION:** Under the general direction of the local health department director or program director, assists in the review, evaluation, development and implementation of the agency's administrative activities and performs other duties as required. The incumbent in this position would serve as an administering or managing various administrative activities which are moderately difficult to perform. These activities may include personnel, budgeting and financial management, planning, assisting in policy review and development, office automation or other administrative activities as assigned. The incumbent may be assigned special projects to complete within specified time frames. The incumbent may supervise or coordinate the activities of staff as appropriate.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Interprets and applies laws, rules, regulations and policies applicable to the administrative activities assigned.

Assists the director in personnel actions by interpreting the appropriate merit system regulations, initiates and processes personnel actions with approval of supervisor and oversees attendance and payroll system.

Assists in budget preparation, periodic review of the budget for necessary changes, and prepares revenue and expense reports.

Assists in compiling statistical reports, prepares program plans, policy manuals and other informational materials for distribution to staff, patients, and the general public and to meet federal, state and agency reporting requirements.

Reviews documents for completeness and checks figures for accuracy.

Provides training and an orientation program for staff on general departmental policies and other areas of responsibility as indicated.

Studies organizational needs for additional equipment, supplies and materials and makes recommendations for improvement based on resource availability.

**SUPERVISION RECEIVED:** Limited supervision; periods of relative autonomy with general supervisory review. Supervisor plays substantial role in setting goals, objectives and organizing work.

**JOB TITLE:** Administrative Assistant (Continued)

**JOB CODE:** 1104

**SUPERVISION EXERCISED:** May provide immediate supervision over clerical and/or administrative staff.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Considerable knowledge of the practices and policies of the agency and the ability to interpret them concisely and accurately to the public and employees.

Ability to carry out, with limited supervision, continuing assignments requiring the organization of material, the preparation of reports and decision-making.

Ability to meet the public and discuss problems and complaints tactfully, courteously and effectively.

Ability to write and speak effectively.

**Minimum Education, Training and Experience Requirements:** High school diploma or GED; and seven (7) years of experience in administrative responsibility such as, budgeting, personnel, planning, and other independent work activities.

Additional related education may substitute for the experience required on a year for year basis up to four years.

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## **PERSONNEL SPECIALIST**

**JOB TITLE:** Personnel Specialist

**GRADE:** 13

**JOB CODE:** 1106

**DATE:** 7/25/95

**GENERAL FUNCTION:** Under direction of the Director of the local health department, maintains a personnel system according to merit system regulations for the local health department.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Receives, reviews, and audits time distribution reporting sheets from employees to enter into a computerized system or prepares for transmittal to the Department for Health Services.

Generates payroll checks, and verifies against master listing of personnel records and approved actions. Distributes checks to employees.

Consults with director and supervisory staff as to appropriate personnel actions regarding employees, completes correspondence and necessary documentation for respective personnel actions.

Initiates personnel action requests according to policy for submittal through the automated network to the Department for Health Services for appropriate action.

Makes arrangements for appropriate newspaper advertisements, schedules examinations, and answers questions from applicants regarding recruitment and selection activities.

Prepares monthly benefit payments involved in payroll deductions. Makes adjustments to benefit billings and payments and reconciles differences based on appropriate review and auditing.

Prepares appropriate payroll and other reports such as, worker's compensation, equal employment opportunity, unemployment insurance, and special reports requested by administrator.

Maintains employee records which consist of employment history records, benefit records and current employment status.

Advises and consults with employees regarding personnel questions, policies, regulations, and grievances.

Assists in the preparation of the agency budget using personnel/payroll information.

**JOB TITLE:** Personnel Specialist (Continued)

**JOB CODE:** 1106

**SUPERVISION RECEIVED:** Limited supervision; periods of relative autonomy with general supervisory review. Supervisor plays a major role in setting objectives and organizing work.

**SUPERVISION EXERCISED:** May supervise directly clerical staff or other administrative staff involved in payroll management or other assigned personnel with related responsibilities.

**JOB SPECIFICATIONS:**

**Knowledge and abilities**

Considerable knowledge of the operation and practices of local health departments.

Considerable knowledge of personnel policies and regulations and automated personnel manual.

Skill in the operation of adding machines, calculators, and computer systems.

Ability to supervise and direct the activities of subordinate staff.

Ability to communicate effectively with employees and supervisory staff in understanding personnel practices and policies of the agency.

Ability to perform mathematical processes (prepare computations for payroll such as, fringe benefit rates, etc.)

Ability to follow instructions ranging from simple to detailed in nature.

Considerable knowledge of automated data processing.

**Minimum Education, Training, and Experience Requirements:** High school diploma or GED and five (5) years experience in personnel activity, payroll, or a closely related activity. Additional related education/training may substitute for the experience required on a year for year basis.

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## **HUMAN RESOURCES MANAGER**

**JOB TITLE:** Human Resources Manager

**GRADE:** 20

**JOB CODE:** 1107

**DATE:** 3/20/95

**GENERAL FUNCTION:** Under the direction of the Director of a local health department is responsible for overseeing the personnel management and administration functions relating to personnel administration and conducting programs concerning employee recruitment, selection, training and development, retention, benefits, labor relations, and occupational safety. The manager must demonstrate management skills.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Conducts a recruitment program to ensure that the agency maintains an adequate register or pool of qualified applicants for positions of the agency. Works with applicants in completing the application process, answers questions from applicants. May interview applicants and participate in the selection process.

Conducts new employee orientation to foster positive attitude toward agency goals.

Conducts wage surveys within the geographic service area to determine wage structure/rates, and recommend adjustments to minimum wage rates of the agency.

Maintain agency employee performance evaluation program based on appropriate regulations. Train staff in the process of employee performance evaluation. May answer questions from employees regarding performance evaluation.

May administer an agency training program by conducting a needs assessment of employees, assist managers in developing or arranging for training programs.

Maintain records regarding employee participation in training programs for CEU credits applicable for certification or licensure requirements.

Oversee employee benefit program for the agency consisting of health insurance, life insurance, retirement, workers compensation, earning of vacation and sick time, and other employee benefits.

Investigate accidents and prepare reports for insurance carrier and agency.

Maintain current knowledge of applicable state and federal legislation regarding; merit system regulations, Equal Employment Opportunity, Americans with Disability Act, Family and Medical Leave Act, wage and hour laws, and Occupational and Safety Health Act.

**JOB TITLE:** Human Resource Manager (Continued)

**JOB CODE:** 1107

Ensure that the agency complies with the requirements of the various legislative/regulatory mandates. Develops or arranges for training program for employees regarding the various state federal requirements. Serve as the resource person to management and employees regarding issues related to the federal state legislation.

Administer an agency grievance process. Confer with supervisory staff and employees regarding grievance procedure. May participate in the grievance procedure on behalf of the director.

Conducts studies regarding staffing levels, manpower needs of the agency, absenteeism, job analysis, and makes recommendations to the director or appropriate program manager(s).

Attends meetings at the local, regional, or state level and serve as a representative of the agency.

Organizes and conducts staff meeting(s), training sessions and seminars to update staff of changes that may alter functions, procedures and general activities in order for the staff to adequately perform job duties. Develops employee handbook.

Evaluates work loads, assesses and implements changes as necessary in order for the department to operate efficiently and in a cost effective manner. Confers and advises directors, coordinators and supervisory staff in organizational structure, staffing of personnel and necessary equipment to maintain daily operation.

**SUPERVISION RECEIVED:** General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

**SUPERVISION EXERCISED:** May supervise subordinate personnel.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Knowledge of the overall operation of the department how it influences and relates to the general public.

Ability to implement and apply policies, standards, guidelines, regulation and set department goals.

Ability to communicate with staff and the general public.

Ability to create and foster new ideas.



**JOB TITLE:** Human Resource Manager(Continued)

**JOB CODE:** 1107

Ability to recognize potential problems and resolve quickly.

**Minimum Education, Training, and Experience Requirements:** Bachelors Degree from a college or university and three (3) years of experience in a management capacity where personnel skills and managing people are demonstrated.

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## **SENIOR ADMINISTRATIVE ASSISTANT**

**JOB TITLE:** Senior Administrative Assistant

**GRADE:** 19

**JOB CODE:** 1110

**DATE:** 3/20/95

**GENERAL FUNCTION:** Provides staff assistance of substantial difficulty for the Director of Department in a variety of technical and administrative matters. Assignments are varied and require considerable knowledge, skills and abilities. Incumbent would be granted independence and latitude in accomplishing work assignments. The incumbent may also oversee and direct several of the administrative activities of the department, including financial management, personnel, office automation, maintenance of records, purchasing of equipment and supplies.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:** Reviews and analyzes complex problems involving technical and departmental systems and processes, manpower utilization and operating procedures, makes recommendations for their solution or implements solutions with approval of Director.

Assists in designing new systems relating to policy changes, office automation, financial management system(s), makes recommendations to supervisor and/or implements new system or modifies existing system.

Prepares budgetary service information in accordance with program goals and objectives.

Supervises supportive personnel assigned. Interviews, selects and trains new employees.

May oversee financial management system which could include collection of monies, billing for services, and works with third-party payers assuring timely payment.

Interprets laws, rules and regulations to agency staff related to administrative activities.

Attends workshops and meetings as appropriate and share information with staff through in-service, staff meetings, and correspondence.

Monitors organizational unit budget status and makes recommendations for internal adjustments necessary to stay within budget.

**SUPERVISION RECEIVED:** Recommends policies in functional area(s); incumbent also sets goals and objectives in functional areas.

**SUPERVISION EXERCISED:** Provides direct supervision for staff assigned.

**JOB TITLE:** Senior Administrative Assistant (Continued)

**JOB CODE:** 1110

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Ability to speak before groups of people.

Ability to plan and coordinate the work of others.

Ability to accomplish assigned tasks with a minimum of supervision and with only general direction.

Ability to analyze data and reports, draw appropriate conclusions and make recommendations as necessary.

Ability to meet the public and discuss problems and complaints tactfully, courteously, and effectively.

Ability to manage the development, implementation and operation of projects and programs.

**Minimum Education, Training, and Experience Requirements:** Graduation from an accredited college or university with a bachelors degree with major course work in public or business administration, public health, community health, or closely related field.

Two (2) years of experience in an administrative, professional capacity.

\*\* For promotional consideration an individual may be considered for this position if the individual has six (6) years of experience which provides the required knowledge, skills, and abilities.

Additional education in the field may substitute for the required experience on a year for year basis.

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## **INTERPRETER / TRANSLATOR**

**JOB TITLE:** Interpreter / Translator

**GRADE:** 8

**JOB CODE:** 1115

**DATE:** 9/17/03

**GENERAL FUNCTION:** Under the direction of the local health department director, program director, or clinic supervisor, performs interpreting / transliterating services of oral and/or written communications between English and a designated second language or languages in a variety of settings; and performs other duties as required.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Provide interpreting / transliterating services for patients employees, and other individuals for meetings, interviews, telephone calls, etc. including one to one and group settings.

Translates orally or in writing all documents presented by patients, staff, and other individuals.

Participate in special health department related workshops / program activities as needed.

Utilize equipment such as computers, word processors, and copy machines; fax machines, typewriters, etc.

Prepare written translations of instructional and educational materials, correspondence, and forms from one language to another when appropriate for use by the patients, staff, and other individuals.

Review translated material for accuracy of meaning, grammar and syntax.

Answer inquiries from patients, community agencies, and individuals and interpret and explain words and phrases for meaning and appropriateness.

**SUPERVISION RECEIVED:** Moderate supervision under standard operating procedures. Supervisor plays substantial role in setting goals, objectives and organizing work.

**SUPERVISION EXERCISED:** No supervisory responsibility.

### **JOB SPECIFICATIONS:**

**Knowledge and Abilities:** Basic knowledge of grammar, spelling, and punctuation. Knowledge of methods of compiling, organizing and analyzing data. Knowledge of the principles and techniques of effective verbal and written communication in the English language. Ability to verbally translate spoken material

**JOB TITLE:** Interpreter / Translator

**JOB CODE:** 1115

form English into a designated second language(s). Ability to communicate effectively with other employees and the general public. Ability to maintain alphabetical, numerical, and subject filing systems. Considerable knowledge of general office practices, procedures and equipment. Considerable ability to deal courteously with the public, supplying general information and direction in a clear, concise manner.

**Minimum Education, Training, and Experience Requirements:** A high school diploma or its equivalent and one year experience in translation and interpretation of English and a required second language. Additional related education or certification(s) may substitute for the required experience.

Minimum requirements are comprehensive statements of the minimum background as to education, experience, and other qualifications that will be required in all cases as evidence of an appointee's ability to perform the work properly.

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